

INFORMATION TECHNOLOGY PROJECT EXCELLENCE AWARDS 2015

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SUMMARY: A server training portal was developed to allow the public to verify/print alcohol server training records, order materials and search for server training classes. State trainers can view people they have trained, print training verifications, order materials and register classes. DOR staff now uses one program to manage education activities instead of five!

PROJECT DESCRIPTION: High level requirements include: Transition all paper processes to web based, allow trainers to enter classes, allow users to search for prior completion certification, allow trainers to enter student data, provide central location for ordering new supplies and allow searching by liquor licensee's for current training verifications.

Budget: Absorbed through in-house resources

Hours to develop 1,422

Hours to test 300

Waterfall/agile hybrid with an emphasis on agile methodology to incorporate user feedback and provide updates as quickly as possible. The goal being to get a usable product to the user groups in the shortest amount of time possible while still providing a high quality product.

HOW SUCCESS WAS MEASURED/WHY SHOULD THIS PROJECT BE RECOGNIZED?:

Trainer Domain: The 250 state certified trainers who now use the trainer domain have all had very positive comments about the portal. Previously they would have to wait until a staff member could respond to them to provide what they needed. Now they can access all that on their own.

Public Domain: Approximately 3,200 liquor license holders now have the ability to use a system that is more user friendly. We have received great verbal feedback. We are shipping out numerous packages every week of free educational materials so we know they are using the system.

Admin Domain: DOR staff probably has the most positive feedback. For seven years staff used five different programs to manage liquor education administrative functions. This new application has increased their response time, therefore providing better customer service to our residents. It has streamlined processes which allow DOR staff to take on more projects and accomplish more on a daily basis. Thus, utilizing staff more effectively and efficiently. This application was a great asset to the Liquor Education Unit in providing faster, more accurate services to the residents of Montana.

Thank you for your consideration for the Information Technology Project Excellence Awards